

B2B PROCESS MODEL

Fig. 1B

Online Chargeback Reconciliation - Functional View

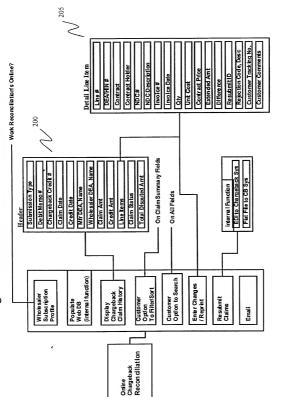


Fig. 2

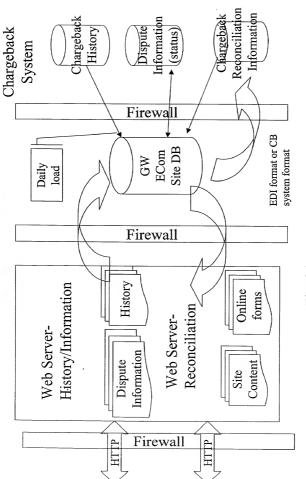
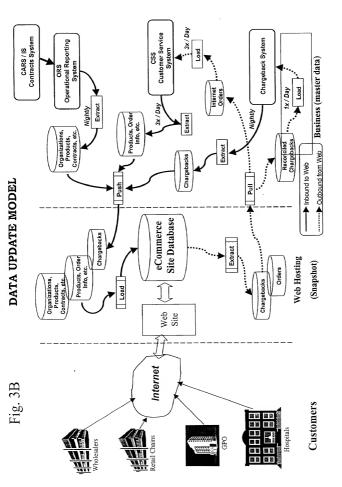


Fig. 3A



Chargebacks and Reconciliation - Audience & Owners

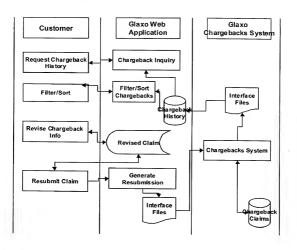


Fig. 4

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Figure 5A

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Figure 5B

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Figure 6

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Figure 7

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Figure 8

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Figure 10